

After the interim VRS rate was imposed, the quality of VRS had declined. Imagine waiting 20-30 minutes on the phone for a dialtone - that's what we have been experiencing as the interpreters are our dialtone. This is definitely not Functional Equivalent. I am not able to make calls overnight as VRS centers are not 24/7 service. Please consider increasing VRS rates to help improve the quality of the service.

Thanks